

Phone Line Auto-Attendant

To assist the County Clerk office with handling a large number of calls that are not intended for their office, we are proposing the use of an auto-attendant for call routing. This would only be for the 877 number and the 842-5555 number. All other calls direct to the department numbers would not go to the auto-attendant.

An option to consider would be to setup a new number for the Clerk's office that would bypass the auto-attendant. This would make the 877 and 842-5555 numbers for General Courthouse use and not occupy anyone's time to direct those calls. So, someone that knows they want the Clerk's office could call the new number and as with other department direct lines, a real person would answer the call.

The current proposed recording is on **620-842-6042**, if you would like to listen and review before the BoCC meeting.

This is the text of that recording...

Thank you for calling Harper County.

At any time, you may press a button for your selection.

Press 1 for District Court.

Press 2 for the Treasurer.

Press 3 for Road & Bridge.

Press 0 for all other departments

Press * to replay this menu or 9 for a personnel directory.